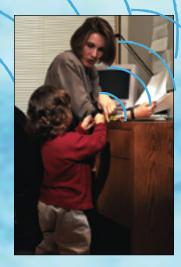
Accidental 9-I-I calls are tying up phone lines needed for urgent care or help!





THE PROBLEM

Cell phones can call 9-1-1 without the owner knowing that a 9-1-1 call has been made.

- Accidental 9-1-1 calls occur when the phone is placed in a pocket, belt clip or purse, and the "9" or a pre-programmed emergency button is bumped.
- Even cell phones without a dial tone or active service can still call 9-1-1. Before an old cell phone is given to children to play with as a toy, remove the phone battery.

IS YOUR

CELL PHONE

CAUSING A

9-1-1 Crisis?

For more information, contact Washington State Enhanced 9-1-1 Office at 1-800-562-6108 or visit our Web site at: www.emd.wa.gov



Washington Military Department Emergency Management Division

Enhanced 9-1-1 Program Camp Murray, WA 98430-5122

January 2005



Accidental 9-1-1 calls occur so often they are overloading Washington's 9-1-1 phone system. A 2004 survey of Washington's counties indicated that one-half of all 9-1-1 cell phone calls made were accidentally dialed.

THE SOLUTION

IT'S AS EASY AS 1. 2. 3.

Help prevent this growing crisis. Eliminate misdialing by following three easy steps:

- **1** LOCK YOUR KEYPAD. Refer to your phone's user manual for instructions.
- **2** TURN OFF THE 9-1-1 AUTO-DIAL FEATURE. Not all cell phones have this feature.
- **3** DO NOT PROGRAM 9-1-1 INTO THE SPEED DIAL.

If you do accidentally dial 9-1-1, stay on the phone. Tell the 9-1-1 operator that your call is a misdial before you hang up.

Do your part. Be an informed cell phone user. Free up 9-1-1 phone lines for real-life police, fire or medical emergencies.

With these simple steps, the life or property you save may be your own.

Cell Phone ABCs for 9-I-I Calls

Cell (cellular) phones are an important public safety tool, but they also create challenges for public safety and emergency responders.

Since 9-I-I calls made on cell phones *may not* automatically provide the 9-I-I operator your phone number and approximate location, *be ready* to provide this critical information.



If you are in an area where your cell phone is searching or scanning for a signal, or there is no signal, your 9-1-1 call *may not go through*. If this happens, either move for a better signal or find the nearest telephone and call for help.

It is important for cell phone users calling 9-I-I to remember some basic ABCs:



Always be AWare of your surroundings. Tell the 9-I-I operator the location of the emergency. Provide landmarks such as cross streets and mileposts.



Be prepared. Memorize the cell phone number so it can be readily given to the 9-I-I operator when asked.



Stay **Connected**. Do not hang up until told to do so. If you should get disconnected, call the 9-1-1 operator back.